

**Internal Revenue Service Internal Complaint Activity  
Equal Employment Opportunity Data Posted  
Pursuant to the No FEAR Act**

**Data as of March 30, 2004 - End of Second Quarter Fiscal Year 2004**

**Note:** 2002 figures reflect Homeland Security divestiture period.

N/A represents data not captured at time posting or not collected in manner required, development is in progress.

COMPLAINT ACTIVITY	FY2004 END OF 2ND QTR	COMPARATIVE DATA				
		PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Number of Complaints Filed in FY 1614.704(a)	362	748	787	719	729	844
Number of Complainants 1614.704(b)	N/A	N/A	N/A	N/A	N/A	N/A
Repeat Filers 1614.704(c)	N/A	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(d)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS BY BASIS	FY2004 END OF 2ND QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Race	158	498	489	473	454	638
Color	0	0	0	0	0	0
Religion	16	71	67	52	75	79
National Origin	67	101	122	45	103	137
Sex (including complaints filed under Equal Pay Act)	169	395	451	433	430	592
Disability	150	375	435	342	312	440
Age	112	339	341	307	332	402
Reprisal	179	539	512	479	529	763
Non-EEO	0	0	0	0	0	0
Note: Data not collected by Color - Color included in basis "Race"						

29 CFR §1614.704(e)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS BY ISSUE	FY2004 END OF 2ND QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Appointment/Hire	10	10	21	23	2	3
Assignment of Duties	54	157	181	167	144	234
Awards	7	28	42	37	31	91
Conversion to Full-time	0	0	0	1	3	0
Disciplinary Action						
Demotion	3	6	20	18	13	34

Reprimand	14	117	67	82	55	94
Suspension	11	31	23	33	26	28
Removal	0	0	0	0	0	0
Other	0	0	0	0	0	0
Duty Hours	0	21	14	17	13	42
Evaluation/Appraisal	128	350	310	272	274	462
Examination/Test	0	0	2	0	0	3
Harrasment						
Non-Sexual	195	550	467	394	459	532
Sexual	10	14	30	21	27	22
Medical Examination	0	0	0	0	0	0
Pay (Including Overtime)	2	18	35	17	9	19
Promotion/Non-Selection	136	328	451	445	491	581
Reassignment						
Denied	16	55	44	33	35	46
Directed	21	51	49	29	32	60
Reasonable Accommodation	0	0	0	0	0	0
Reinstatement	10	16	21	3	6	11
Retirement	0	3	20	12	9	8
Termination	39	132	97	89	99	124
Terms/Conditions of Employment	48	158	286	233	267	339
Time and Attendance	94	199	169	152	132	200
Training	17	74	68	103	108	118
Other	0	0	0	0	0	0

29 CFR §1614.704(f)		
Processing Time "...post the average length of time it takes to complete each step of the process for every complaint that is pending during any time of the then fiscal year..."	2004 END OF 2ND QTR	
	NUMBER	AVERAGE DAYS
All complaints pending in Investigative Stage	246	162.19
All complaints pending in Final Agency Action	45	641.09
All complaints pending in which Hearing was not requested	45	641.09
Time in Investigation Stage	N/A	N/A
Time to issue Final Agency Action	N/A	N/A
All complaints pending in which a Hearing was requested	400	810.82
Time in Investigation Stage	N/A	N/A
Time to issue Final Agency Action	N/A	N/A

29 CFR §1614.704(g)		29 CFR §1614.705 COMPARATIVE DATA				
		PREVIOUS FISCAL YEAR				
COMPLAINTS DISMISSED BY AGENCY PURSUANT TO 1614.107(a)	FY2004 END OF 2ND QTR	2003	2002	2001	2000	1999

Total Complaints Dismissed by Agency	68	223	204	205	238	277
Average days pending prior to dismissal	112.76	129.34	111.13	197.42	115.53	142.94

29 CFR §1614.704(h)			29 CFR §1614.705 COMPARATIVE DATA									
TOTAL AGENCY ACTIONS INVOLVING DISCRIMINATION	2004		PREVIOUS FISCAL YEAR									
	2ND QTR		2003		2002		2001		2000		1999	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total Number Findings 704(h)(1)</b>	7	100	8	100	2	100	5	100	3	100	4	100
Without Hearing 704(h)(2)	0	0	1	12.50	0	0	0	0	0	0	0	0
With Hearing 704(h)(3)	7	100	7	87.50	2	100	5	100	3	100	4	100

[illegible]

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Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Duty Hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Evaluation/Appraisal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Examination/Test	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Harassment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Non-Sexual	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sexual	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Medical Examination	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pay (Including Overtime)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Promotion/Non-Selection	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reassignment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Denied	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Directed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reasonable Accommodation	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reinstatement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Retirement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Termination	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Terms/Conditions of Employment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Time and Attendance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Training	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Findings After Hearing 704(j)(3)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Appointment/Hire	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Assignment of Duties	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Awards	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Conversion to Full-time	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Disciplinary Action	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Demotion	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reprimand	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Suspension	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Removal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Duty Hours	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Evaluation/Appraisal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Examination/Test	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Harassment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Non-Sexual	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sexual	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Medical Examination	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Pay (Including Overtime)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Promotion/Non-Selection	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reassignment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Denied	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Directed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reasonable Accommodation	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reinstatement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Retirement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Termination	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Terms/Conditions of Employment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Time and Attendance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Training	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(k)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS PENDING FROM PREVIOUS FISCAL YEARS BY STATUS	2004 END OF 2ND QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Total complaints from previous Fiscal Years 704(k)(1)	851	N/A	N/A	N/A	N/A	N/A
Total Complainants 704(k)(2)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Number complaints pending [as of 9/30]: 704(k)(3)</b>						
Investigation	246	N/A	N/A	N/A	N/A	N/A
ROI issued, pending Complainant's action	19	N/A	N/A	N/A	N/A	N/A
Hearing	400	N/A	N/A	N/A	N/A	N/A
Written notice	N/A	N/A	N/A	N/A	N/A	N/A
Final Agency Action	45	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(I)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINT INVESTIGATIONS	2004 END OF 2ND QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Number Pending Completion of Investigation	246	N/A	N/A	N/A	N/A	N/A
Pending Investigations Beyond Authorized Time Frames	16	N/A	N/A	N/A	N/A	N/A

*This page was last modified on April 21, 2004.*